Standardised Care Need Assessment Mechanism for Elderly Services
To actualise the policy initiatives of ‘Ageing in Place’ and ‘Continuum of Care’ and streamline the application procedures, the Social Welfare Department has since November 2003 implemented the Central Waiting List for Subsidised Long Term Care Services to facilitate registration of requests for subsidised long term care services at single entry points and allocation of such services. Standardised care need assessment is arranged for older people at the time of their application for subsidised long term care services with a view to assessing their care needs and matching them with the right kind of service.

**Standardised Care Need Assessment Mechanism for Elderly Services**

Under the Standardised Care Need Assessment Mechanism for Elderly Services, accredited assessors (hereinafter referred to as “assessors”) assess the care needs of elders with an internationally recognised assessment tool named “Minimum Data Set-Home Care (MDS-HC)”. Based on the assessment results on their care needs, elders may be matched with appropriate long term care services which include day care centre or unit for the elderly, enhanced home and community care services, integrated home care services (frail cases), care-and-attention home and nursing home.

**Accredited Assessor**

Assessors under the Mechanism are professionals from various disciplines such as social workers, nurses, occupational therapists and physiotherapists. They have received training and accreditation on the use of the MDS-HC assessment tool.
Assessors conduct comprehensive assessment in respect of the applicants’ impairment level based on their abilities in activities of daily living, physical functioning, memory, communication, behaviour and emotion, as well as the applicants’ health problem, environmental risk and coping problem etc. with a view to identifying their care needs.

**Areas of Assessment**

- Activities of daily living
- Physical functioning
- Memory
- Communication
- Behaviour and emotion
- Health problem
- Environmental risk
- Coping problem

**Assessment Procedures**

1. **Deteriorating Health Condition**
   - An elder worries about his care arrangement as his health condition is deteriorating and the care need cannot be coped with by himself or his family.

2. **Raise a Request**
   - The elder and his family raise a request for subsidised long term care services to a responsible/referring worker of a Medical Social Service Unit, an Integrated Family Service Centre or an elderly service unit in the district.

3. **Initial Screening**
   - Responsible/referring worker conducts initial screening and refers the elder for arrangement of assessment as appropriate.

4. **Conduct Assessment**
   - Assessor carries out the assessment through home visit and face-to-face interviews.

5. **Explain the Assessment Results**
   - Responsible/referring worker explains to the elder the assessment results including services matched, Client Assessment Protocols and follow-up as recommended.

6. **Formulate a Care Plan**
   - Responsible/referring worker draws up a care plan for the elder and assists the elder to apply for suitable service(s). Eiders assessed to have care needs (i.e. impairment at moderate level or above) may apply for appropriate subsidised long term care services.
Apart from ascertaining an applicant’s care need, the MDS-HC assessment tool may also generate CAPs to facilitate identification and follow-up of the applicant’s need for other specialist assessment or intervention (e.g. psychiatric assessment, cardio-respiratory functioning assessment, medication management, etc.).

The MDS-HC assessment results are valid for 12 months. Under normal circumstances, reassessment will not be conducted within this period.

1. If there is significant change in the applicant’s conditions (e.g. health condition, coping ability, living environment, etc.), the responsible/referring worker may arrange reassessment to ascertain the applicant’s long term care needs or adjust the service(s) to be waitlisted for the applicant as appropriate.

2. Applicants should have valid MDS-HC assessment results to confirm that the services offered are suitable for them before their admission to services; otherwise, they are required to receive reassessment.

For applicants or service providers who disagree with the assessment results and services matched, there are pre-appeal mediation and appeal channels under the Mechanism. Clarification and resolution of disagreed areas will be carried out at the initial stage and reassessment will be arranged as necessary.
The Social Welfare Department has set up five multi-disciplinary Standardised Care Need Assessment Management Offices (Elderly Services) [SCNAMO(ES)s] in the regions of Hong Kong, East Kowloon, West Kowloon, New Territories East and New Territories West. Their main roles are to arrange assessment and quality check, deal with requests for appeal, train assessors, implement the Central Waiting List, etc.

Telephone numbers, fax numbers and e-mail addresses of SCNAMO(ES)s are as follows:

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Details</th>
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<tbody>
<tr>
<td><strong>Hong Kong</strong></td>
<td>Standardised Care Need Assessment Management Office (Elderly Services) (Hong Kong) (Service areas: Central, Western and Islands District, Eastern and Wan Chai District, Southern District) Tel. No.: 2151 3033 Fax No.: 2543 7495 Email address: <a href="mailto:scnamoeshkenq@swd.gov.hk">scnamoeshkenq@swd.gov.hk</a></td>
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